

## IMPORTANT FEE INCREASE NOTICE

June 14, 2004

Dear Customer,

Since the launch of *accessIndiana* ([www.IN.gov](http://www.IN.gov)) in 1995, the portal has offered an ever-growing collection of eGovernment services without increasing enhanced access fees; however, investments needed to enhance the State's technology infrastructure now make it necessary to increase Bureau of Motor Vehicles Driver License Record (DLR) lookups by \$1.00 per record, effective August 1, 2004.

*accessIndiana* is operated under a self-supporting, public-private enterprise model, which has allowed the entire network – over 220,000 pages of information and hundreds of interactive services – to be built and maintained without the appropriation of any tax dollars. Primary funding for the portal comes from the assessment of modest convenience fees, referred to as Enhanced Access Fees, for a select set of commercially valuable information and services. These fees are established only after extensive market research and the approval of an independent governing board, comprised of both the public and private sector representatives. Enhanced Access Fees fund the development, hosting, maintenance and marketing of all *accessIndiana* portal services.

As successful as the portal has been, the State recognizes that applying new advancements in technology will enable Indiana government to provide greatly enhanced services to its constituents. Specifically, the State will be investing in technology that will enable the “*Next Generation accessIndiana*” to provide portal-wide language translation services, along with personalization features that will allow visitors to customize *accessIndiana* to better fit their needs. In addition to numerous other customer benefits, the State will also recognize new efficiencies through an enterprise approach to its information technology strategy, increasing collaboration between agencies and reducing duplicated efforts in the technology arena.

These planned technology enhancements do not come without significant cost. To achieve the required funding, the State has established an enterprise technology fund that will seed many new projects – the first of which will be technology solution behind the *Next Generation accessIndiana*. Revenues for the fund will be generated by an increase in DLR fees from \$1.00 to \$2.00. The total record cost, including the statutory fee, will increase from \$5.00 to \$6.00.

We appreciate your continued business and hope that you will work with us as we continue to evolve and enhance our eGovernment offerings. Please don't hesitate to contact me directly with questions or concerns.

Best regards,

The Intelnet Commission  
[www.IN.gov/intelnet](http://www.IN.gov/intelnet)